



THE MSUNDUZI MUNICIPALITY
SCM 21 OF 24/ 25

**MAINTENANCE AND SUPPORT FOR ALCATEL OMNIPCX ENTERPRISE PABX, IVANTI
SOLUTION SOFTWARE AND SUPPLY OF COMPATIBLE PHONES.**

ADDENDUM

The Tender Notice in respect of the above contract that appeared in The Natal Witness newspaper on 03 October 2024 refers. Tenderers are hereby requested to take note of the following amendments to the Tender Document – Specification.

Pg. 26 – clause 1.0 and clause 3.0 item 1, 2 & 3

Pg.30-31- Bill of Quantities.

This addendum forms an integral part of tender document & must be duly considered upon compilation & submission.

Amendments will be uploaded on the National Treasury e-Tender Publication Portal on www.etenders.gov.za.

MRS NM NGCOBO (ACTING MUNICIPAL MANAGER)

SCM 21 OF 24/ 25

MAINTENANCE AND SUPPORT FOR ALCATEL OMNIPCX ENTERPRISE PABX, IVANTI SOLUTION SOFTWARE AND SUPPLY OF COMPATIBLE PHONES.

1.0 SCOPE OF WORK

To supply and delivery of and:

- IP Phones
- Analogue Phones
- Upgrade, Maintenance and Support of Alcatel OmniPCX enterprise PABX
- Upgrade, Maintenance and Support of VSA RAMpage
- Upgrade, Maintenance, and Support of Ivanti Solution Software
- Supply, Upgrade, Maintenance and Support of Amythest Voice Recording
- Renewal of Amythest Voice recording and Ivanti Solution Software licenses
- In the event of the detailed specification being discontinued, ICT holds right to request the latest specification offered by the manufacturer and standardize from there onwards.

3.0 DETAIL SPECIFICATION

ITEM 1	ITEM 2
Licenses	Phones
	ALE – 300 Corded handsets
Ivanti Concurrent Enterprise	ALE – 400 Corded handsets
Mobility Application Subscription	ALE – 500 Corded handsets
VSA RAMpage	Magnetic Keyboard for ALE 300/400/500 Desk Phone
ITSM - Implementation (Information Technology Service Management)	QT2933 Analogue Phone
ITSM Config	Licenses
Scoping & Doc	ABC Network service software license - Main Site
User Acceptance	IP Premium license - 1 user
End User Training	OmniPCX Enterprise High Availability – 1 Business Telephony user license
Certified Ivanti Admin Training	IP Desktop Softphone Premium license – Main Site
USSD Call Logging Integration	IP Softphone 1 Agent software license – Main Site
Call Centre Configuration	OmniPCX Enterprise SPS - Restart 1 year
	OmniTouch CCivr SPS - Restart
ITAM – Implementation (Information Technology Asset Management)	VSA RAMpage – Restart 1year

Installation and configuration of: Ivanti IT Asset Management (ITAM)	
Installation and configuration of: Ivanti Neurons Discovery	ITEM 3
Installation and configuration of: Neurons Spend Intelligence	Dedicated Remote support engineer for 2 hours, between 9:00 to 16:30, Monday to Friday (As per Scope of Works above)
Scoping & Doc	Dedicated Remote support engineer for IVANTI Solution for 2 hours, between 9:00 to 16:30, Monday to Friday (As per Scope of Works above)
User Acceptance	PABX and Ivanti Solution Call out Rate per hour
End User Training	Rate Per Km
ITAM Admin	Onsite support per hour
Call Centre Integration via publicly available API	
Payment Gateway Integration	
USSD	

PRICING SCHEDULE

- Note that failure to complete the below Bill of Quantity in its entirety will result in an automatic disqualification.
- Pricing to be structured around the response time and escalation or/and overtime hours to be included.
- Rate per Kilometer be in line with the current AA rate for Kilometer.
- Note that the “Dedicated Remote support” pricing in the below table will be used for evaluation.

BILL OF QUANTITY

ITEMS 1	COST/UNIT	QUANTITY	TOTAL EXCL VAT
Licenses			
1. Ivanti Concurrent Enterprise and Mobility Application Subscription	R	30	R
2. Amethyst Voice Recorder	R	1	R
3. VSA Rampage	R	1	R
ITSM Implementation			
4. ITSM Config	R	20	R
5. Scoping & Doc	R	3	R

6. User Acceptance	R	3	R
7. End User Training	R	3	R
8. Certified Ivanti Admin Training	R	1	R
9. USSD Call Logging Integration	R	1	R
10. Call Centre Configuration	R	20	R
ITAM Implementation			
11. Installation and configuration of: Ivanti IT Asset Management (ITAM)	R	20	R
12. Installation and configuration of: Ivanti Neurons Discovery	R	20	R
13. Installation and configuration of: Neurons Spend Intelligence	R	20	R
14. Scoping & Doc	R	3	R
15. User Acceptance	R	3	R
16. End User Training	R	3	R
17. ITAM Admin	R	1	R
18. Call Centre Integration via publicly available API	R	20	R
19. Payment Gateway Integration	R	1	R
20. USSD	R	8	R

ITEMS 2	COST/UNIT	TOTAL EXCL VAT
Phones		
21. ALE – 300 Corded handsets	R	R
22. ALE – 400 Corded handsets	R	R
23. ALE – 500 Corded handsets	R	R
24. Magnetic Keyboard for ALE 300/400/500 Desk Phone	R	R
25. QT2933 Analogue Phone	R	R
Licenses		
26. ABC Network service software license - Main Site	R	R
27. IP Premium license - 1 user	R	R
28. OmniPCX Enterprise High Availability – 1 Business Telephony user license	R	R
29. IP Desktop Softphone Premium license – Main Site	R	R
30. IP Softphone 1 Agent software license – Main Site	R	R
31. OmniPCX Enterprise SPS - Restart 1 year	R	R
32. OmniTouch CCivr SPS - Restart	R	R
33. VSA RAMpage – Restart 1year	R	R

ITEMS 3		Price Excl. VAT
34. Dedicated Remote support engineer for 2 hours, between 9:00 to 16:30, Monday to Friday (As per Scope of Works above)		R
35. Dedicated Remote support engineer for IVANTI Solution for 2 hours, between 9:00 to 16:30, Monday to Friday (As per Scope of Works above)		R
PABX and Ivanti Solution Call out Rate per hour		
36. Rate Per Km		R
37. Onsite support per hour		R
Bill of Quantity Sum Total (Excl VAT) (Sum incl Item 1, Item 2 and Item 3)		R